

POSITION: PROGRAM SUPPORT CLERK

BASIC FUNCTION OF POSITION

Responsible for assisting with overall administrative and program operations at the American Center (AC). Among other duties, answers all incoming telephone calls and provides information to patrons on library membership, TOEFL and GRE tests, and Cultural Exchange programs; acts as time-keeper for Public Affairs Section employees; and prepares service requests for all repair and maintenance work for the American Center.

MAJOR DUTIES AND RESPONSIBILITIES

Answers all incoming telephone calls and provide information to patrons on library membership, TOEFL and GRE tests, and Cultural Exchange programs. Connects incoming calls on English language program to the Registrar. Connects all other calls to the appropriate person. As needed, takes messages and relays them as appropriate. Reports all telephone malfunctions and follows through to ensure equipment is restored to operational condition. (30%)

Acts as time-keeper preparing time and attendance reports in the Win T&A system for PAS employees. Prepares e-service requests for all GSO repair and maintenance work for the American Center. Contacts CANON copier services for photocopier/fax maintenance and malfunctions and ensure that all equipments are operational. Maintains stationery and janitorial supplies and requests replenishment as required. Purchase office supplies with petty cash for the teachers and library as needed. Escorts visitors, contractors and audience members who come to the American Center. Ensures that no visitors are left in the building when their business is done, and especially after office hours. Oversee the janitorial staff and make sure that all cleaning services are met. (40%)

Is responsible for the effective and timely distribution of publications and materials, including post produced book translations, invitations, letters, and other materials distributed in order of priority and location through government and private courier service. Logs in all incoming publications, mail and packages informing appropriate PAS units and maintains storage and control of publications. Maintains inventory of publications. (10%)

Assists program staff in set up of seating and equipment for AC programs and classrooms. Order food and drinks for PAS programs. Provides audio visual support for PAS programs in the auditorium and on the lawn including running sound system and video programs. (20%)